



TITLE: Coordinator, Dental Clinic Business Office

CLASSIFICATION: Classified

SALARY GRADE: M

JOB DESCRIPTION:

Under direction, performs administrative support such as patient scheduling, collection of treatment fees, budget management and inventory control related to the Dental Program and dental student clinical rotations. Properly manages hazardous or bio-hazardous materials/wastes.

SCOPE:

The Coordinator, Dental Clinic Business Office, coordinates the daily clinical activities, operations and patient treatment.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provides information to the community, students and District staff/faculty requiring interpretation of program and District policies, rules and procedures.
2. Works with faculty and students to coordinate and organize the business office/reception area; schedules students and patients for the dental hygiene and radiology clinics; collects treatment fees; answers phones, inputs electronic records; assists with patient intake.
3. Creates and maintains electronic and paper forms, documents, and inventory; places orders; processes deliveries, invoices, and payments.
4. Coordinates special clinic activities.
5. Responds to and directs questions concerning oral health and dental health care delivery.
6. Makes arrangements for equipment repair and ensures that repairs are completed prior to payment.
7. Ensures compliance with general facilities quality assurance program requirements as per the Commission on Dental Accreditation.
8. Maintains infection control and hazardous waste management records including nitrous oxide oxygen analgesia tanks; submits and monitors the sterilization spore tests and records.
9. Maintains and assists in the development of the Dental Program's webpage.
10. In compliance with standard rules and regulations, enters patient data and procedure information into Patient Record Management System; maintains and prepares patient charts, reports and audits.
11. Collects patient fees; tracks daily revenue; prepares deposits; maintains and reconciles financial records and reports, and resolves discrepancies; monitors budgets.
12. Assists with American Dental Association (ADA) Commission on Dental Accreditation annual survey and self-study.
13. May train and direct the work of student and short-term, non-continuing (STNC) employees.

ABILITY TO:

Organize, coordinate, plan and prioritize clinical activities for the Dental Clinic's Business Office; communicate with patients, faculty and staff for scheduling of appropriate patient treatment; perform routine maintenance and analytical work needed to support the maintenance of patient records, biohazardous materials, sterilization monitoring and student production records; work competently with electronic record keeping system to generate and maintain computerized records, databases, reports and files; understand the function of, operate, maintain, troubleshoot, schedule repair and calibrate technical laboratory/clinical equipment, supplies and instruments; purchase dental laboratory/clinical supplies, equipment and instruments; budget monitoring and assist in budget preparation; interpret and apply policies, procedures, rules and regulations; work independently; give and follow oral and written directions; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

KNOWLEDGE OF:

Subject matter, terminology, technical and electronic principles of the Dental Clinic area; Health Insurance Portability and Accountability Act (HIPAA) requirements; equipment, materials, supplies, and laboratory/clinical procedures, practices and techniques used in the Dental Clinic area; care and maintenance of equipment used to deliver oral health care procedures; tools, materials and equipment used in the repair, calibration, and maintenance of technical laboratory/clinical equipment and instruments; principles, practices and environmental health and safety regulations to properly use and dispose of hazardous or biohazardous materials or work with laboratory/clinical equipment, per OSHA guidelines; standard office productivity software and electronic record keeping system/applications; principles of record keeping, confidentiality of patient records; budget and revenue control.

QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

Associate's degree in a health sciences area.

EXPERIENCE:

Increasingly responsible (2-4 years of full-time equivalent) reception/office management experience in a dental office setting.

SPECIAL REQUIREMENTS:

Must be able to safely use and dispose of hazardous and bio-hazardous materials.